

DMHA Implements Consumer Service Reviews

Beginning in May of 2006 the Division of Mental Health and Addiction will begin conducting Consumer Service Reviews (CSR) with mental health and addiction providers. The Consumer Service Review is a results management initiative within the overall Transformation effort designed to assess the quality of mental health and addiction services. CSR shifts the focus of traditional reviews and audits from one of compliance to one of practice and results.

The CSR uses a case study approach where a random sample of cases is drawn and cases are reviewed in relation to a consumer's status and progress, as well as the practice and performance of the provider. Reviews consist primarily of interviews with the consumer, family members, treatment team providers and others involved in the care of the consumer which may include educators, child service staff, and employment specialists. Concurrent to the reviews, focus groups will be held with community stakeholders to assess successes and challenges to interagency collaborations and availability of community resources to support consumers of mental health services.

In preparation for the reviews, two workgroups were convened in late January to develop the review protocols – one for children and one for adults. Individuals from the Department of Child Services, Department of Education, Indiana Judicial Center, Division of Mental Health and Addiction, community mental health centers, other service providers, as well as consumers, family members and advocates participated. In April, 72 reviewers were trained to assist with the statewide reviews. The majority of the trainees are Community Mental Health Center (CMHC) staff but other stakeholders from governmental agencies and the community were also represented. An initial review of Central Indiana CMHC Providers took place the week of May 8. Fifty-seven cases were reviewed across five CMHCs.

The results of CSR will be data which defines the performance of providers over the following areas: overall consumer status, overall consumer progress, and overall practice performance, with specific indicator scores under each of these areas. Special emphasis is also being placed on coordination of care internal and external to the agencies being reviewed. The overall service delivery system will be rated on a six point scale across all indicators. Learning products from the reviews include details of practice results for actual consumers, practice successes, and emerging needs and challenges to the mental health and addiction system at the provider, regional, and state levels.

Gina Eckart
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